

Annual Report

Fiscal Year 1997



MONTANA
State
Library



STATEWIDE LIBRARY RESOURCES

MISSION

To provide leadership, reference and information services, and resources to support Montana State Government, Montana libraries, and Montana citizens who wish to use State Library services.

Services

In fiscal year [FY] 1997, SLR staff answered 357 information requests and circulated 3,405 items to state government. Staff circulated 3,886 items to other libraries and distributed 1,241 state publications. In addition, SLR staff answered 2,326 information requests from public libraries and 4,190 requests from academic, school or special libraries.

During FY 97, SLR staff consulted with librarians on telecommunications discount rates, censorship, establishment of libraries - methods and jurisdictions, funding, budgeting, mill levies elections, library construction, Internet connections, library automation, public relations, collection management, voluntary certification, library designs, friends and foundation groups, board development, and policies. Over 3,750 consulting contacts were made. Staff consulted with librarians from various locations across the state such as Drummond, Baker, Hot Springs, Kalispell, Twin Bridges, Deer Lodge, Missoula, Wolf Point, Forsyth, Choteau, Stevensville, Miles City, Dillon, Three Forks, Terry, Malta, Fairfield, Plentywood, Malta, Belgrade, Wibaux, Hamilton, Havre, Libby, Plains, and Reedpoint.

Statewide Library Resources [SLR] provides centralized library material acquisition, cataloging and technical processing. It operates the state's documents depository. Staff consult with librarians, administer grants, produce publications, conduct workshops and assist librarians to serve their patrons with a high degree of professionalism.

SLR is the library within the State Library agency. SLR provides reference and information services to state agencies, state employees, librarians across Montana and the general public; and lends materials either directly to users or through public, school, special or academic libraries.

"Technology 2000: Strategies for Montana Libraries for the 21st Century".

Other SLR projects for FY 97 included:

- Researched Ruth Longworth's work for Montana libraries for a local reporter after word was received that she had passed away in California. Ruth Longworth served as Montana State Librarian from June 1957 until August 1, 1970.
- Sent letters to all library board of trustees members who by state law had been serving the boards too long.
- Sent letters to Teton County libraries in Choteau, Dutton and Fairfield regarding State Aid status.
- Sent letter to Heron library regarding library status and state aid monies.

• Attended and presented at the Montana Library Association meetings in Great Falls, April 23-26, 1997.

• Set up the E-rate video teleconference at five sites throughout Montana, negotiated co-sponsorship from Montana Library Association, Public Service Commission, and Montana School Board Association.

• Provided for the full text database project for Montana

libraries and negotiation of a contract with EBSCO and Electric Library.

- Participated in a Train the Trainers seminar presented by Gardner Hanks, Idaho State Library.
- Participated in a staff retreat and the beginnings of SLR long range planning process.
- Staffing changes that occurred included:
Marjorie Smith hired as shelver
Kathy Madison promoted to Book Processing/
Federal Publications Clerk.
Diana Halverson, Acquisition's Tech. resigned.
Barbara Pepper-Rotness promoted to Acquisition's Technician.

Library Services and Construction Act [LSCA]

LSCA grants help extend library services to underserved patrons for interlibrary cooperation, and construction and remodeling projects. In 1997 the LSCA grants were delayed by an appeal process and by federal funding delays. Some of the projects for FY 97 included: Internet connectivity, library automation, a virtual museum, and resource sharing via collection development and retrospective conversion.

SLR staff worked with the Statewide Technology Committee on various statewide projects, including producing a Statewide Technology report, entitled

Don Cornish promoted to Collections Mgt. Librarian.

Maggie Meredith hired as Ref./Consulting librarian.

Patcharin Williams, upgraded to reflect increased cataloging responsibilities.

Melody Ballard promoted to the Federal Grants/Institutions Consulting.

Betsy Clark, Circulation Clerk, retired.

Melody Ballard, Fed. Grants/Inst. Consult. resigned.

Harold Chambers, Collection Mgt. Librarian, retired.

SLR publications include an annual library directory, public library statistics, brochures, press releases, and subject bibliographies.

Institutional Services

SLR staff coordinates library services to all state institutions. This coordination takes two forms: consulting assistance and materials budgets for those institutions with staffed libraries, and contracting with nearby public libraries to provide library services to institutionalized residents.

Collection

The State Library's general collection gained 525 new titles in FY 97, while 1,078 titles were discarded as we continue to update our collection. The new Ameritech Horizon system was purchased and became operational in August 1996. The open house for the system was held in early December 1996. The total number of titles in the general collection is 61,336. The

STAFF WHO RECEIVED HONORS

Vicki Terbovich received the Technology person of the year award from the Montana Library Association's Offline group.

Diane Gunderson was elected as newest Member of the Steering Committee for the Federal State Cooperative Systems of the National Center of Educational Statistics, National Statistics program.

Diane Gunderson also received the Francis Keppel award for on time delivery and accuracy of public library statistics in Montana.

Darlene Staffeldt was elected president of the Montana Library Association.

On September 26, 1996 we celebrated our public services team - Dixie Carlson, interlibrary loan technician; Betsy Clark, circulation clerk, and Kathy Madison, shelfer and interlibrary loan clerk, who received the Governor's Employee Recognition Award this year.

Federal publication collection had 9,518 titles added for a total of 321,020 publications. There are more than 1,588 federal publications in non paper/fiche formats such as CD ROMs. The state publication collection added 965 new titles for a total of 13,761.



MISSION

The Montana Natural Resource Information System provides comprehensive access to information about Montana's natural resources to all Montanans through the acquisition, storage, retrieval, and dissemination of that information in meaningful form.

The Montana Natural Resource Information System (NRIS) was formed in response to the growing need for quick access to the increasing amounts of natural resource information. As a program of the Montana State Library, NRIS serves government agencies, business and industry, and private citizens, by operating a clearinghouse and referral service.

Water Information System [WIS]

During FY 97, staff continued increasing and refining Internet links to water information and data. Internet data sources continue to mature and provide more useful products and report formats. This service makes the information easier to obtain for WIS staff as they serve the public, and for those with direct Internet access to serve themselves.

Use of geographic information system (GIS) technology remains a high priority for the WIS, and plans were made to implement a simple web-based database and GIS application on several water web pages. These applications will make it easier to identify pertinent data collection sites, view data tables, and download data and maps. The web-based applications will be launched during the next fiscal year.

Training of existing staff on the use of GIS technology is a high priority. The staff use GIS as a supplemental tool for finding data sites of interest to patrons and for filling information requests and delivering data. A GIS Programmer/Analyst position was added to WIS during the reporting period. This person increased WIS capability to assist in the effort to help personnel from

several other state agencies apply GIS as an effective desktop tool for water resource applications and data management projects.

Internet access continues to have a major positive impact on WIS's data delivery and clearinghouse service. The average number of users accessing the Water Page during FY 97 was between 140 and 170 a day. Monthly totals for Internet users ranged between 4,000 and 5,000. These users "serve themselves." Because the web pages organize data sources by data type and provide quick access to the data, they also make it easier for WIS staff to find information for patrons that do not have Internet access.

About 453 non-Internet requests were processed during 1997. This number is lower than last year's. Of the 453 non-Internet requests, approximately 40 percent came from state agencies, 30 percent were from the private sector, 20 percent were from the "other" category, primarily academic, local and county government. Federal agencies accounted for 10 percent of the requests. Among state agencies, DNRC and DEQ accounted for about 20 percent each of the requests. These agencies were followed by FWP, and DOT. Approximately 52,000 individuals visited the WIS Internet pages during the reporting period. Most of the users appear to be from Montana and accessed the WIS pages through independent Internet providers. Statistics by type of organization remained similar to FY 96 and indicate that about 30 percent of the users are private individuals, 30 percent are from the education sector, and about 12 to 15 percent are associated with a federal, state, or local governmental agency. The Internet usage has greatly enhanced WIS's ability to serve users.

Geographic Information System

During FY 97, the NRIS GIS program worked to enhance a diverse array of products and services provided to Montana's GIS community. Along with traditional mediated services, which assist GIS users on an individual basis, GIS greatly expanded educational outreach activities and network based services.

GIS is becoming a dominant information management technology in Montana. Currently federal, state, local government agencies, as well as schools and libraries are expanding their use of GIS technology. As a result, there is a strong demand for both information services and technical support. GIS is responding to these demands by automating access to more data holdings and by increasing our ability to provide training and user support.

We have provided multiple ways to access our database documentation files (metadata) on-line for several years. During FY 97 we focused on putting the databases on-line. We went from having 14 on-line databases at the beginning of FY 97 to 491 by the end of the year.

We started implementing on-line access to geographic information in the form of on-line mapping applications, starting with the Environmental Systems Research Institute (ESRI) Map Objects Internet Map Server and deployed one interactive mapping application that is accessible from our web site. We participated in a beta-testing program for the ArcView Map Server program from ESRI. We will be looking to deploy this technology during FY 98. Also, we enhanced our National Spatial Data Infrastructure (NSDI) node by upgrading from a WAIS server to an Isite server. The upgrade added more search capabilities and a friendlier user interface. Also, we assisted the University of Montana and Montana State University in implementing NSDI nodes. These three NSDI nodes made Montana the first state to have multiple NSDI nodes.

FY 1997 Mediated GIS Services						
Total Requests	Maps	Reports	Programs	Data	Other	Total Products
655	4033	68	49	2085	355	6590
FY 1996 Mediated GIS Services Summary						
Total Requests	Maps	Reports	Programs	Data	Other	Total Products
897	5409	201	53	2449	229	8341

Allowing NRIS patrons to query geographic information via the Internet is a fundamental milestone in our services that expands access to our data holdings to a much broader user base. We intend to significantly expand this component during the upcoming year.

During FY 97 we filled 655 total requests and developed 6,590 products through our mediated services. We also provided hundreds of thousands of maps, documentation reports, and databases through the Internet to an additional 61,590 patrons.

There was a drop in the total number of mediated requests filled from FY 96. Three of the factors influencing this statistic are the increased ability of patrons to use our "self service" Internet resources, the winding down of the Clark Fork GIS System which included a large number of small mapping requests, and our work on several large projects that had a smaller number of large tasks counted as a single request.

Natural Heritage Program

Significant progress was made in 1997 towards easier and broader distribution of program information. In particular, valuable photographic information has been assembled by the program for over a decade; however, distribution of images has always been problematic. The program acquired equipment in FY 97 to allow for scanning, storing and distributing photo and illustration images via the Internet, as well as printing them in-house with a high-resolution color printer. This capability now allows us to fully use and share these visual resources, which are a critical component in species and habitat identification.

More than 900 data requests were received and answered in FY 97, from all sectors: state, federal, local government as well as the private sector. Also more than 600 requests were filled for the U.S. Forest Service staff in Region 1 via a subset of Heritage data available on their mainframe system. These figures do not include visits to our Internet site, which averages 50 user-sessions and 450 "hits" per day.

In February the program hired Scott Lee-Chadde, who brings excellent skills in both ecology and computer programming. He is developing Internet access to large portions of Heritage Program data, with a variety of query and report options. In particular, the Program developed an interactive on-line guide to enable users to query information for species of special concern.

MONTANA TALKING BOOK LIBRARY

MISSION

Provide free library service in an accessible format to all qualified Montana residents who, because of a disability, (visual or physical) can not utilize standard print.

The Montana Talking Book Library (MTBL) provides free library service to Montana citizens who cannot read standard print because of a physical or visual disability.

MTBL loans books and magazines in a variety of formats to eligible individuals and institutions. Special playback equipment is also provided. All materials and equipment are provided at no charge and are mailed "Free Matter" both to and from patrons. MTBL is a regional branch of the Library of Congress which provides recorded books, Braille materials and special

playback equipment.

The circulation for FY 97 was 135,000 to approximately 2,600 patrons. The library has 6 full time staff but because of the large number of books circulated, MTBL continues to rely on volunteers to help accomplish daily tasks.

During FY 97 118 persons contributed to the Montana State Library and its programs through the auspices of the agency's volunteer program. This included all volunteer support at the State Library itself, plus the Telephone Pioneers and the inmate employees of the Montana State Prison Recording Program. These volunteers and inmate employees contributed a total of 15,000 hours during FY 97. The annual recognition honoring these volunteers was held at the Kleffner Ranch Pavilion. Bozeman author Dr. Gerald Sullivan entertained the guests with a presentation on "Successful Fiction Writing". MTBL has recorded five of Dr. Sullivan's books. Lt. Governor Judy Martz offered inspiring remarks on the importance of volunteer service and presented letters of appreciation from Governor Marc Racicot. The Lifetime Achievement Award was presented posthumously to R. Budd Gould for outstanding achievement, dedication and commitment to serving all Montana citizens and improving life for people with disabilities. Tom Basinger received the Special Appreciation Award for consistently maintaining the highest quality standards, dedication and dependability in providing Montana citizens with the best playback equipment, motivation of others and willingness to assist where needed. Among the other awards given were Narrator of the Year: Ray Venske; Monitor of the Year: Phyllis Herbert; Reviewer of the Year: Sheila Beiber. Donna Anders and Jean Schellenberger were recognized for 15 years of service. The volunteers continually inspire the respect of staff for their work ethic, dependability and commitment.

The Montana Cassette Book Program, comprising volunteers who record materials by a Montana author or about Montana, continued to produce quality materials during FY 97. Two recording studios are located at the Montana State Prison in Deer Lodge, and the third is at the State Library. In 1997, 52 books were recorded by volunteer and inmate recording teams. Hundreds of additional titles remain to be recorded and completed books are in high demand.

MTBL's descriptive video library continues to grow with a total of 147 titles. The video collection and expenses associated with it is completely funded with donations.

STATE LIBRARIAN'S OFFICE

MONTANA STATE LIBRARY [MSL] VISION STATEMENT

Montana citizens have equal and easy access to quality library services without restriction or censorship or the violation of privacy. Every citizen depends on, values, and supports continued and enhanced library services. In Montana, library workers receive respect and recognition for their skills and abilities.

Montana's libraries are integral components of their communities and design library services by consulting citizens to understand community needs. The library staff and the governing officials promote library services in all settings. Each community supports its library through sufficient tax-support or institutional appropriations.

Libraries cooperate with other libraries and organizations to strengthen services by sharing material resources and professional expertise. Each library accepts a role in improving library services on the state, regional, and national level.

New State Librarian

Karen Strege began her duties as Montana State Librarian August 5, 1996. She holds a Master's of Library Science degree from the University of Washington and a Doctorate in Educational Leadership from Gonzaga University. Strege has experience as director of the Bonner County (ID) Library and library consultant for the Idaho State Library.

Approval of Long Range Plan

In June the State Library Commission approved a five-year Long Range Plan for the State Library. Specific goals, accompanied by measurable objectives and activities, which have been developed to promote library development statewide are:

- 1) All Montana citizens have direct access to information through telecommunications at their libraries.
- 2) Montana citizens will have timely access to information despite its location or format.
- 3) Montana citizens are served by librarians and trustees who are knowledgeable about all aspects of library service.
- 4) Montana citizens know about and value the range of services provided by libraries.
- 5) The Montana State Library, with federations and local library agencies, will provide leadership to assure that Montana citizens receive excellent library services.
- 6) All Montana citizens have access to library services.
- 7) Montana's students are served by school libraries that meet state standards.

Commission and Council Appointments

Governor Racicot appointed two new members to the State Library Commission in May 1997. Rosemary Garvey of Butte replaces Peggy Guthrie, Choteau; David Johnson of Billings replaces Eleanor Gray, Miles

City. Garvey is principal of the Ramsay School; Johnson is an estate attorney in Billings.

In June 1997, Governor Racicot appointed a nine-member Library Services Advisory Council to "advise and make recommendations to the Montana State Library Commission on the development, evaluation and funding of the LSTA program and other pertinent issues that may relate to or affect LSTA." Members represent academic, public and school libraries, library users from eastern, central and western Montana, the Montana Library Association, the legislature, and persons unable to use traditional library services.

Task Forces

Also, in June the Montana State Library Commission established two new task forces to explore the issues of library networking and law revision. The charges to the committees are:

Networking - Consider networking issues for Montana libraries and recommends to the Commission and the Library Services Advisory Council directions to guide networking policies and projects and the use of federal library program funds or LSTA.

Law Revision - Review Montana's library laws and suggest possible changes to the Commission.

Space Planning

The State Library commissioned a space study in the spring of 1997. The architects made several suggestions regarding the use of the existing facility but recommended three options to solve the Library's long-term building needs. The Commission decided to explore the option of adding a third floor onto the building in cooperation with other building tenants.

To solve immediate space needs, MSL staff is supervising a project that will consolidate part of the Talking Book Library services, move the conference room to the first floor, create more office space for the NRIS program, and rearrange the staff and patron areas in Statewide Library Resources.